GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1201
ANSWERED ON:21.03.2012
OUTSTANDING DUES AGAINST SUBSCRIBERS
Sugavanam Shri E.G.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the losses of BSNL and MTNL are mounting and they have to recover a hugeoutstanding dues from the subscribers;

(b) if so, the details of dues to be recovered from the customers and the amount so farrealized from the declared defaulters, during the last three years and the current year, company-wise;

(c) the steps taken by the Government to recover the balance outstanding from thesubscribers; and

(d) the success achieved in this regard so far?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) & (b) Yes Madam, Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have suffered losses for the last two years. The details of outstandings from the customers and the amount so far realised out of outstanding dues, during the last three years and current year are as follows: Outstanding arrears fin Rs. crores)

Company	As on 31.3.2009	As on 31.3.2010	As on 31.3.2011	As on 30.11.2011
BSNL	4636	4749	5341	5321
MTNL	1174	1120	1103	1088#

#Upto 29.2.2012

Amounts recovered against Outstanding dues (In Rs. crores`)

Company	2008-09	2009-10	2010-11	201 1-12 (upto 30.11.2011)
BSNL	1660	1065	804	988
MTNL	15	54	16	16

(c) & (d) Steps taken by BSNL and MTNL to recover the outstanding from the subscribers are as follows:
Payment reminders through Interactive Voice Response System (IVRS) and Short Message Service (SMS) are being issued to persuade the customers to make payment before disconnection of their telephones.
Graded discount scheme regarding grant of discount to defaulting customers, for clearance of old outstanding dues was introduced.
Incentive scheme to employees of BSNL for recovery of outstanding arrears from defaulters has also been put in place.
The progress in regard to liquidation of outstanding dues is closely monitored and units are addressed periodically.
BSNL Circles have also been asked to utilize the services of State Government Departments in recovery of outstanding dues.
Procedure for settlement of defaulter cases through Lok Adalat has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
As a result of the steps taken by BSNL and MTNL for recovery of outstanding dues, they have been able to recover a part of outstanding dues in the last years.